The Arthritis Information Collection System Login screen (Welcome to the Arthritis Information System — Microsoft Internet Explorer). Address: https://dhssweb02.dhss.state.mo.us/arthritis/

arthritis & osteoporosis

Missouri DHSS

Ask Us   Search   State Home

Arthritis Information Collection System Login

User Name: _____

Password: _____

[Log On]

http://dhssnet/cgi-bin/uncgi/Information

DATABASE INSTRUCTION GUIDE

Missouri Arthritis & Osteoporosis Program (MAOP)
Department of Health & Senior Services
Division of Community and Public Health
Section of Chronic Disease Prevention & Nutrition Services
Bureau of Cancer & Chronic Disease Control
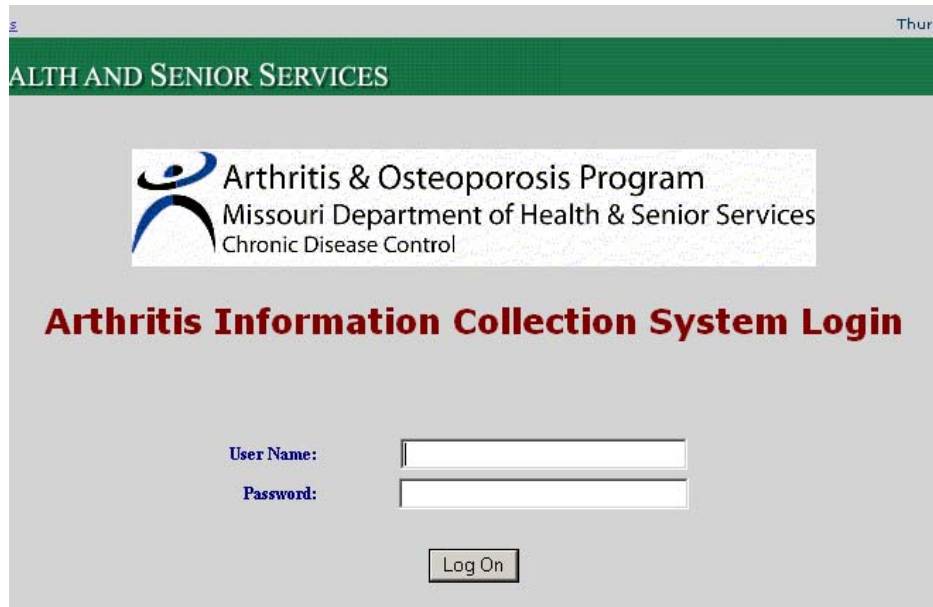
MAOP DATABASE INSTRUCTION GUIDE

> ## Notice:
>
> *You are about to gain access to the Missouri Department of Health and Senior Services system. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal.*

This document is intended to guide you through the process. If at any time, you are having difficulty, please be sure to call Virginia Beatty at 573-522-2864 or Beth Richards at 573-522-2879. In addition, if you find an error in these instructions, please send Virginia Beatty an email. Finally, all ideas for improving the database are welcome, please be sure to email your ideas to Virginia Beatty and Beth Richards at virginia.beatty@dhss.mo.gov and beth.richards@dhss.mo.gov.

Please keep in mind that all information is confidential. The Department of Health and Senior Services takes this issue seriously. Each time you log into the system, you acknowledge that you will abide by the notice given on the screen and noted below. Each RAC will only be able to access information from their region.

1. **Logging into the database**

   Open your Internet program (Internet Explorer 5.0 or greater is recommended). In the address window, type the following address:

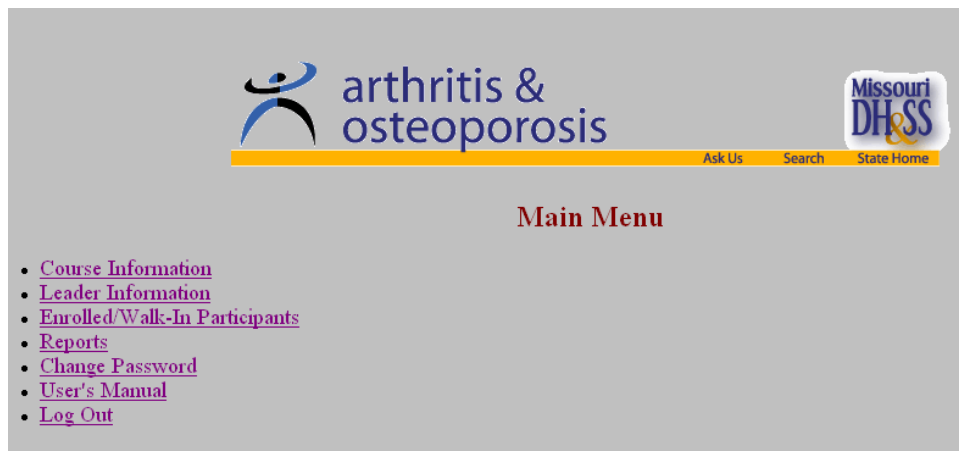   http://dhssweb02.dhss.mo.gov/arthritis/

   The program will automatically advance you to the main menu in a few seconds. **Note:** *You will save a lot of time if you bookmark this address.* You may even want to make this your home page. *This database is not accessible to the general public.* Only individuals that have been requested by each RAC and approved by the Department of Health and Senior Services will have access to this database. The user name and password information was sent to each authorized user and password changes are required every 31 days as one of the security measures. **Caution:** *Any unauthorized access (allowing someone else to use your logon and password) is prohibited. Please review notice on page 2.*

   If, *at any time, a person who has had access resigns or is dismissed, notification must be sent to Virginia Beatty and Beth Richards immediately. The individual's access will be removed. To help maintain security, this process needs to be initiated immediately upon notification of employment status.*

Once you have successfully logged into the system, the following window will appear. This is the welcome window that also reminds you of your responsibility in relationship to confidentiality. You can wait a few seconds and be automatically switched to the next screen or click on the line that will advance you to the next screen.

WELCOME TO THE MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES NETWORK.

Notice:

You are about to gain access to the Missouri Department of Health and Senior Services system. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal.

Click here to go to Next Screen

You will be automatically switch to next screen....

After a few seconds, you will be forwarded to the database main menu screen. There are several options from which to choose, including a link to this manual. If you are entering a new class/course information as well as participant/attendance information, it is highly recommended that you enter information in the following order: leader, class/course, participant, enrollment, and lastly attendance. Attendance is used to calculate encounters and it provides data needed to determine the number of individuals who complete a course (information that CDC is requesting be provided in semi- and annual reports).

Main Menu

- Course Information
- Leader Information
- Enrolled/Walk-In Participants
- Reports
- Change Password
- User's Manual
- Log Out

Click on the words "Leader Information". You will be advance to the Leader Information Screen (next page). This is where you begin to enter information about the leader including name, demographics, training/certification information, etc. Turn to the next page for instructions on how to enter leader information.

Adding Leader Information

1. For any course/class always add leader information first. From the main menu, select "Leader Information". Key in the name of the leader you want to either modify or add. Click on the "Submit" button.
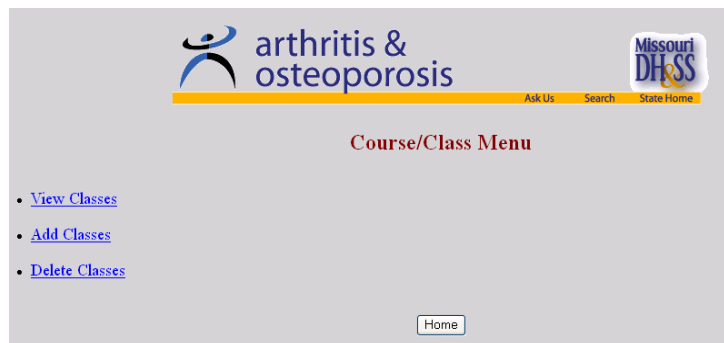
Note: *The database does distinguish between upper and lower case, punctuation, etc. So, if you enter Ginny Beatty the first time, and then want to select her again later for another class but type in her official name, Virginia Beatty, the database will see this as a new person. You must remain consistent when entering data.*

If the leader is not in the database, you can add a new leader (next picture). Just fill in all of the information, including certification information, and press the "save" button. **IF** they are already in the system, and once the leader is selected, the same screen will appear with one additional button; modify. If a leader's address or certification has changed, etc., you can modify the record by selecting "modify" at the bottom of the screen. Modify the record and press the "save" button. Also, you have the option to delete the leader. **IF** the leader **has not** been assigned to a class/course or **is not** on a mailing label list, then you can delete the individual from the database.

2. Complete as much information as you possibly can on each leader, including certifications. Click on "Add Certification" button and fill in the appropriate information. The database will allow each leader to have multiple re-certifications. Once information is keyed, click on the "Save" or "Submit" button to save your entry. A new screen will appear that notifies you that the certification information has been added. You can continue to add certifications for the individuals or you can click on the "Home" button to return to the main menu. Next, add the class the leader will be teaching. If you want to enter the information later, click the "Home" key to return to the main menu.
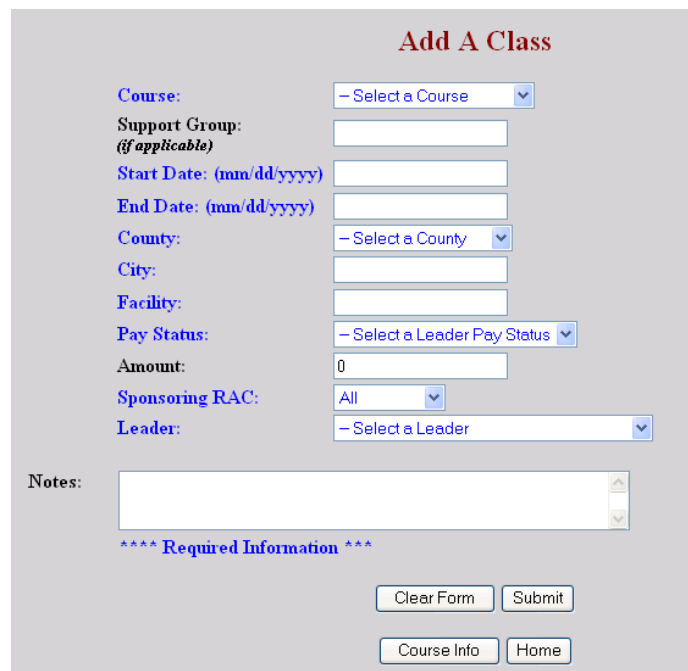
Adding Class/Course Information

3. From the main menu choose "Course Information." Select the most appropriate option. If you want to view, modify, enroll participants and/or record attendance for a course already keyed, select "View Classes". If you want to add a new class to the database, select "Add Classes". If you want to delete a class, select "Delete Classes". **Note:** *This option is only available if a class is void of participants.*

When adding a class, fill in all of the class information. If the class/course is on going, key the class in six-week periods. For example, July 5, 2005 through August 12, 2005.

Press the "Submit" button. Once the class information has been entered and the individuals have been added through the participant screens, you can enroll participants in the classes, and lastly input attendance. Enrolling participants in a class will count the number of individuals that have participated during a particular time frame. The system will only count the individual one time. Attendance is also important; the system tracks actual encounters through attendance records. For example Jane Doe was enrolled in a six-week PACE course. She attended all 12 sessions. Jane Doe is counted as one individual;

however, she received a service on 12 different occasions or 12 encounters. Encounters can only be calculated through the attendance records. **Note:** *Encounters are necessary to track in order to help fulfill CDC's reporting requirements on percentage of individuals who completed the course.*

Add information, select leader, add additional comments in Notes section (anything you want to note about the class), and then press the "Submit" button. *Caution must be used when entering information into the notes section. Refer to page 18 "Common Error 3 – Special Characters."*

You will receive the window below. If you want, you can add another class at this time by clicking on the "New Class" button, or enroll participants (if they have already been entered into the system) by clicking on the "Enroll Participants" button, or return to the main menu by clicking on the "Home" button.

Modifying Class/Course Information

If you need to change any of the information entered for a class/course, select the course from the Class List by clicking on its title.

From the class details page, click the modify button.

The Modify Class page will allow you to edit any of the fields containing class/course information, including the name of the course itself. When you are done editing the fields, you may click the Submit button to save your changes, or click the Clear Form button to discard your changes and revert back to the original values.
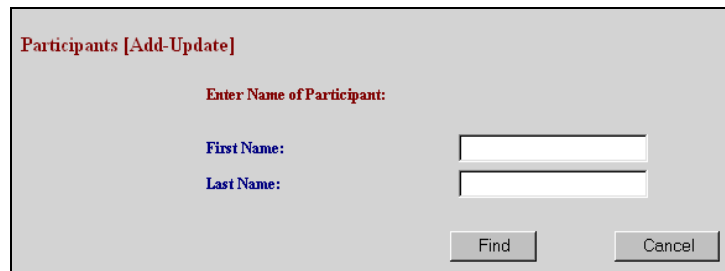
Adding Participants to the Database

4. Start at the main menu and select "Enrolled/Walk-In Participants". The following window appears: **Note:** *This window also appears if you chose to enroll participants from the Course screen.*

Participants [Add-Update]

Enter Name of Participant:

First Name: [   ]

Last Name: [   ]

[Find]   [Cancel]

5. Enter the first and last name of the individual and click on the "Find" button.

Note: *The database does distinguish between upper and lower case, punctuation, etc. So, if you enter Ginny Beatty the first time, and then want to select her again later for another class but type in her official name, Virginia Beatty, the database will see this as a new person. You must remain consistent when entering data.*

If the individual is in the database, you can modify the individuals' record if needed. If not, the participant/walk in screen will open and the name fields will be populated. A sample is shown below:

6. After you complete the primary information, you can also add "Walk-In Information". Click on the words "Walk-in Info". In this window, you will add what service/information the person requested. Below is a sample of the window. Be sure to scroll through the window to ensure that you have completed the entire form. The scroll bar is located on the right hand side of the text. Once you have clicked on all appropriate buttons, click on the "Save" button to save the record in the database. Once you do this, you will be returned to the main menu. If you are going to be in the office, you may want to open the database prior to returning and fielding phone calls, so that you can key the information immediately.

IF the individual you have selected has no previous recorded walk-in, is not enrolled in a course, and is not listed in a label batch, you can delete the record by selecting the

"Delete Record." This is useful if you are keying an individual and then realize the name was entered before in a different format. For example, you just keyed Bob Cline and realized he is in the database as Robert Cline. Delete Bob Cline's record and modify Robert's record.

Adding Participants to a Class/Course

7. After you click on the "Course Information" at the main menu, you will need to click on "View Classes". Select the class you want to enroll participants by clicking on the class name. This window will appear:

At this screen, you can modify the course information, add participants by clicking on "Class Roster" button, indicate which classes each participant attended during the course period by clicking on the "Attendance" button, add a new class, return to course information window, renew an ongoing class (step 11), or return to the main page by selecting the "Home" key.

8. To enter participants, click on the "Class Roster" button. You will see this window:

9. Click on "Add Information/Enroll Participants". You will see the following:

10. Type in the participant's first and last name. Click on the "Submit" button. A list of names will appear. Select the name of the participant you want to register.

Note: *The database **does** distinguish between upper and lower case, punctuation, etc. So, if you enter Ginny Beatty the first time, and then want to select her again later for another class but type in her official name, Virginia Beatty, the database will see this as a new person.* *You must remain consistent when entering data.*

If the system cannot find the participant, you can enter all of the participant information by following the prompts. Continue until all participants have been enrolled.

11. Then, after enrolling participants, enter attendance. From the home page, click "Course Information", select "View Classes", select the class for which you want to enter attendance. Click on the "Attendance" button. Enter the appropriate date and select the individuals who attended class/course on that date from the drop down menu. You can select more than one at a time by holding down the CTRL key. If all of the participants attended on a particular day, you can select the entire list by clicking on the first name in the list and the holding down the SHIFT key while scrolling to the last name. Click on the last name. Release the SHIFT key. Click on the "Submit" button.

Instructions for Renewing a Class

12. Select "Course Information" from the main menu. Select "View Classes" from the class menu. Click on a class from the class list that you want to renew (duplicate). Note that there are a few new features here:

Class ID is displayed at the top of the page **IMPORTANT:** *Note the Class ID number.*

A new button called "Renew Class", and

The "Class Attendance".

13. Click on the "Renew Class" button, it should take you to a page that looks suspiciously similar to the "Modify Class" screen; this is where you actually create a new class.

14. Change the start date and end date. Change any other item that should be included with the new class. Click the "Submit" button when you are finished making changes. The following page will appear after you click on the "Submit" button. (It will look the same as if you've entered a new class because essentially, you have).

IMPORTANT: *Note the Class ID number, it will be needed for the next step.* Also note the new button, "Class List".

Renew Class: CDSHC

**** Required Information ****		
Start Date (mm/dd/yyyy)	7/1/2005	7/1/2005
End Date: (mm/dd/yyyy)	8/16/2005	8/16/2005
County:	CALLAWAY	CALLAWAY
City:	Fulton	Fulton
Facility:	Community Center	Community Center
Pay Status:	Volunteer	Volunteer
Amount:	0	0
Sponsoring RAC:	Central	Central
Leader:	Duck, Daffy "Bob"	Duck, Daffy "Bob"

Notes:

Clear Form   Submit

Course Info   Home

15. Now that you have renewed a class, you will need to renew the participant roster. Click on "Class List." Select the class whose roster you want to export into the class you just created, most likely the class you previously selected.

16. Click the "Class Roster" button.

17. Click on the "Export Roster" button.

18. Enter the Class ID number of the new class that you created from the renew class process. (If you've forgotten the class ID, you may want to click the Class List button to review the classes and find the appropriate Class ID.)


After you've entered the appropriate Class ID, click the "Export" button. **WARNING: BE SURE YOU HAVE THE RIGHT ID ENTERED!** If you enter a valid ID for a

different class, the roster will be appended to that class, instead. You will then have to find that class, and find and remove all the new names from it!

19. After you clicked on the "Export" button, you will be at the class roster page. You're done!

20. Click on the "Class List" button, if you want to verify that the renewed class has the appropriate roster, or to modify the new roster by adding or removing participants in the usual manner.

Changing Passwords

21. In accordance with Department of Health and Senior Services policy, the Arthritis Database has been modified so that passwords must be changed at least every 30 days. Therefore, an additional item has been added to the Main Menu: Change Password. Any valid user may change their password at any time they wish, by clicking on this link. Doing so will take the user to a new page, where they may enter and verify a new password. If a user has not changed their password in more than 30 days, they will be directed to this page when they log in, and not allowed to proceed until a new, valid password has been entered.

22. Changing a password that has not expired: Login as normal. The new Main Menu should look like this:
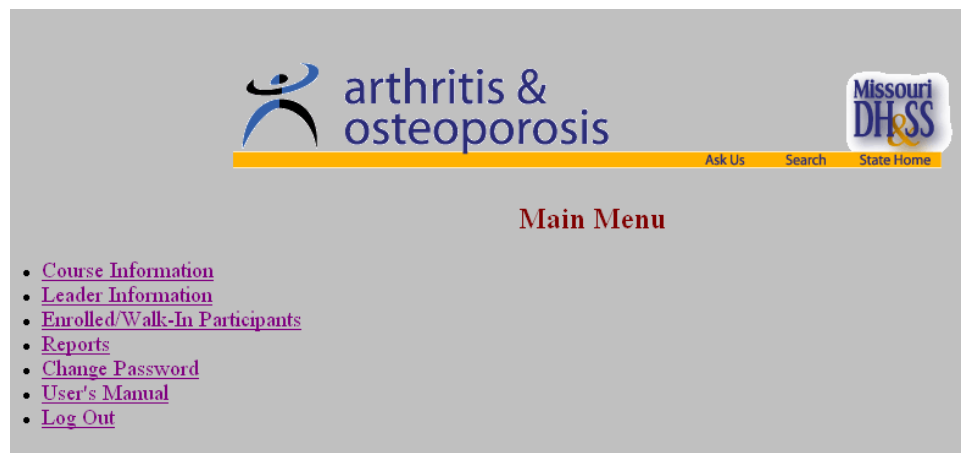
Click on the link <u>Change Password</u>.
You should now be on a page that looks like this:

Enter your new password in the textbox to the right of "Type New Password:" and press the tab key. Your new password may be almost anything, but it may not be the word "password", your current password, or contain blanks. If you use your login ID as your password, you will be forced to change your password again at your next login.

Re-enter your new password in the textbox to the right of "Please Re-Type New Password:", press enter, or click on the Change Password button.

If you have entered and confirmed a valid password, you should now see this screen:

Click on the Main Menu link to proceed, or click Log Out to exit the program.

23. Changing a Password That Has Expired -- If your password is more than 30 days old, you will be taken directly to the Change Password page when you login. **Note:** *You do not have the option to go to the main menu if you are asked to change an expired password. When you have changed your password, as described above, you will again have the option to proceed to the main menu, or log out.*

Generating Reports

24. From the main menu select "Reports". The next screen to appear (right) provides the options that are available to users. All are pre-designed reports but one. The other is a means to setup batches for labels.

Program Participant/Walk-In Profile Report
This report will pull the information for your RAC. The MAOP can select this report and get a statewide report and/or a report specific to any one Regional Arthritis Center.

Click on "Program Participant/Walk-In Profile". The following window appears. Enter the time frame for the report. By default your RAC area will appear in the Regional Arthritis Center window. Prior to selecting the "Print Report" button. Be sure that your Internet page default margins are all set to "0". Click "Print Report"

The report will look similar to this:

Disease Management Program Profile Report

This report will pull the information for your RAC. The MAOP can select this report and get a statewide report and/or a report specific to any one Regional Arthritis Center

To begin, click on "Disease Management Program Profile Report". This window appears. Enter the time frame for the report. By default your RAC area will appear in the Regional Arthritis Center window. Prior to selecting the "Print Report" button. Be sure that your Internet page default margins are all set to "0". Click "Print Report". The report will look similar to this:

Disease Management Program Profile

Reporting Period: From: 7/1/2005   To: 12/31/2005
Reporting Area: All   Print Date: [1/6/2006]

Course Name	#Courses Offered	#Individuals Enrolled	#Minority Individuals Enrolled	Total Encounters
PACE	110	1388	10	5980
ASHC	8	156	1	317
AF Aquatics	89	1464	5	3503
Other Aquatics	0	0	0	0
Other Land	2	23	2	12
Good Moves	0	0	0	0
Fibromyalgia	1	7	0	9
CDSHC/CDSMC	21	264	4	709
Kids on the Block	0	0	0	0
Support Groups	14	116	0	29
ABC	0	0	0	0
Osteoporosis	13	275	0	40
Presentations	13	358	4	97
Professional Education	1	6	0	2
Other/Miscellaneous	8	159	7	34
Tai Chi	2	16	0	108
Leader Training	1	17	0	17
Totals:	**283**	**4249**	**33**	**10857**

Class/Course Report

This report will pull the information for your RAC. The MAOP can select this report and get a statewide report and/or a report specific to any one Regional Arthritis Center. Click on "Class/Course" from the Report menu and follow prompts.

Leader Report

This report will pull the information for your RAC. The MAOP can select this report and get a statewide report and/or a report specific to any one Regional Arthritis Center. Click on "Leader Report" from the Report menu and follow prompts.

Creating a Labels Batch

This allows you to set up standard label batches for such items Leader Training/Certification letters, RAC newsletter, etc. Click on "Create Labels Batch" from the Report menu. You will

need to scroll through and select the various parameters you want to use to create the labels. The window that will appear looks like the diagram on the following page (first illustration).

Be sure to select all of the parameters you need and then click on the "Search" button. The individual records that match the parameters will appear in the window below the "Search" button. (Second illustration on page 12.)

Batch Maintenance for Labels Printing

Search Criteria:

○ Participants   Regional Arthritis Center: [All ▼]
    ☐ Walk-Ins   First Name Contains: [_____]
    ☐ Enrolled   Last Name Contains: [_____]
○ Leaders   City Contains: [_____]
    State Contains: [_____]
    Start Date (mm/dd/yyyy): [_____]
    End Date (mm/dd/yyyy): [_____]

WalkIns: ☐ SelectAll

Requested Services:	☐ Aquatics	☐ ASHC	☐ FSHC	☐ Individual Ed.
	☐ Loan Closet	☐ Newsletter	☐ PACE	☐ Referral
	☐ Library	☐ Kids on the Block	☐ Support Group	☐ Other
Most frequent concerns:	☐ Adjustment	☐ Financial	☐ Medication	☐ Transportation
	☐ Medical Service	☐ Other		
Diagnosis/Disease Type:	☐ Fibromyalgia	☐ Gout	☐ Lupus	☐ Osteoporosis

Courses: ☐ SelectAll

☐ ABC	☐ AF Aquatics
☐ ASHC	☐ CDSHC/CDSMC
☐ Fibromyalgia	☐ Good Moves
☐ Kids on the Block	☐ Leader Training
☐ Osteoporosis	☐ Other Aquatics
☐ Other Land	☐ Other/Miscellaneous

[Search]

Illustration 1

Illustration 2

You can select individuals that appear in the search window by clicking in the empty box by their name. If you want to select all, click on the box in the dark blue bar at the top of the search results window. (Illustration 2)

You now have the option to add these individuals to an existing batch by selecting the batch name from the drop down menu and then clicking on the "Add to batch" button. **Or,** you can create a new batch, by selecting "new batch" in the drop down menu and then typing the new batch name in the appropriate box. (Refer to Illustration 2)

Once you have created the batch and given it a batch name and added the participants to the batch, click on the "Quit" button. This will return you to the Report menu.

Once at the Report menu, select "Print Labels". The following window will appear:

Labels Printing

Select Batch for Labels Printing: [Select Batch ▼]

Name	Address

Sort By: [Last Name] [Zip Code]   [Update Print List]

Note:-
You need to set the Page Setup Margins from Browser's File menu to **(Left:0,Right:0,Top:0,Bottom:0)** from it's default value of (Left:0.5, Right:0.5, Top:0.5, Bottom:0.5). The Browser automatically resets the default value to Printer's default Margins. Then Click Print Labels button.

[Print Labels]   [Quit]

[0] Labels in this batch

Select the appropriate batch from the drop down menu. The number of labels in the batch will appear in the lower left-hand corner of the screen; make sure you have at least that many labels on hand! Once you have selected a batch, you have the option to leave the labels unsorted, sort by last name by clicking on the "Last Name" button, or sort by zip code by clicking on the "Zip Code" button. If you do not wish to print all the labels in the batch, you may uncheck those you do not wish to print, and click the "Update Print List" button before proceeding.   Be sure that the Internet page setup has all margins set to 0, and then click on the "Print Labels" button. The names and addresses will appear in another window and your computer printer pop-up menu will appear. Select the appropriate printer and press the "Print" button. **Caution:** *Be sure you have loaded Avery 3160 labels, or equivalent, before printing.*

LOG OUT

25. When you have finished working with the database, always "LOG OUT"**.** From the main menu. **Note***: The computer system will automatically log you off if there is no activity for 20 minutes.*

TROUBLESHOOTING

26. An error may occur if an improper Class ID is entered during the roster export process. The two (2) most common errors are displayed on the following pages.

Common Error 1:
This error will occur if the Class ID you entered for the export process does not exist. Please verify that you have the correct Class ID for the class to which you would like to send the roster, and try again.
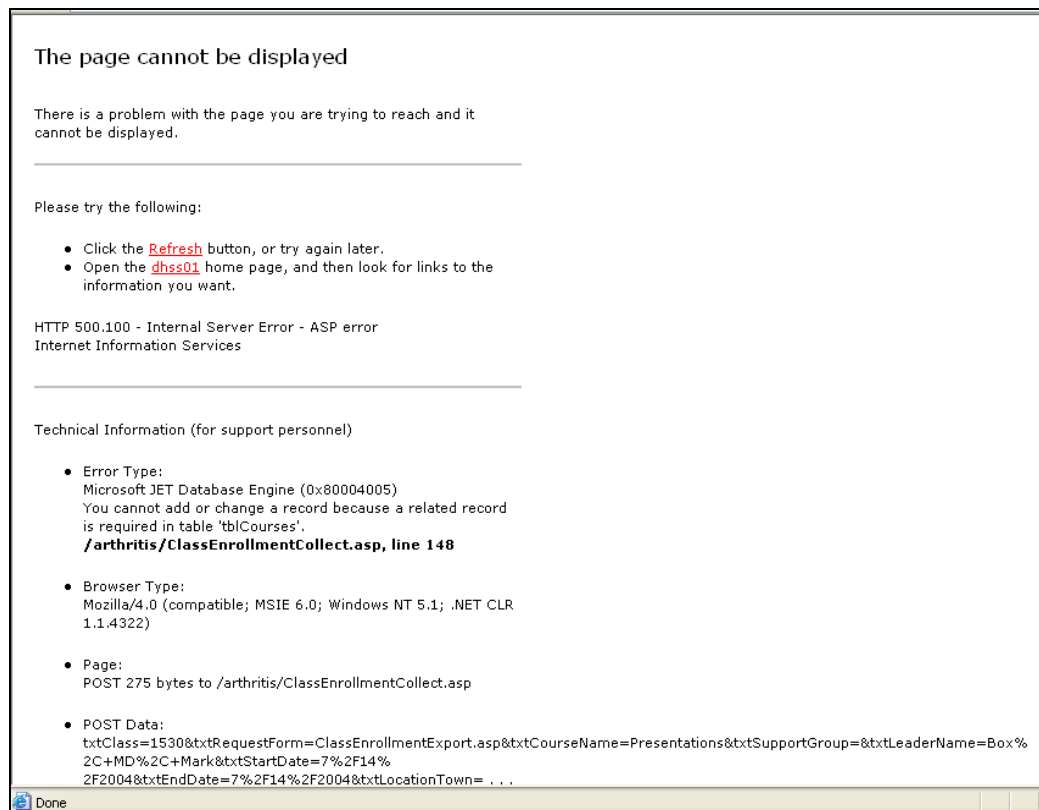
Common Error 2:
This error will occur if you enter a valid Class ID for a class that already contains one or more of the names you are attempting to export. Enter the correct Class ID, consider yourself lucky that you didn't accidentally add names to the wrong class, and try again.

The page cannot be displayed

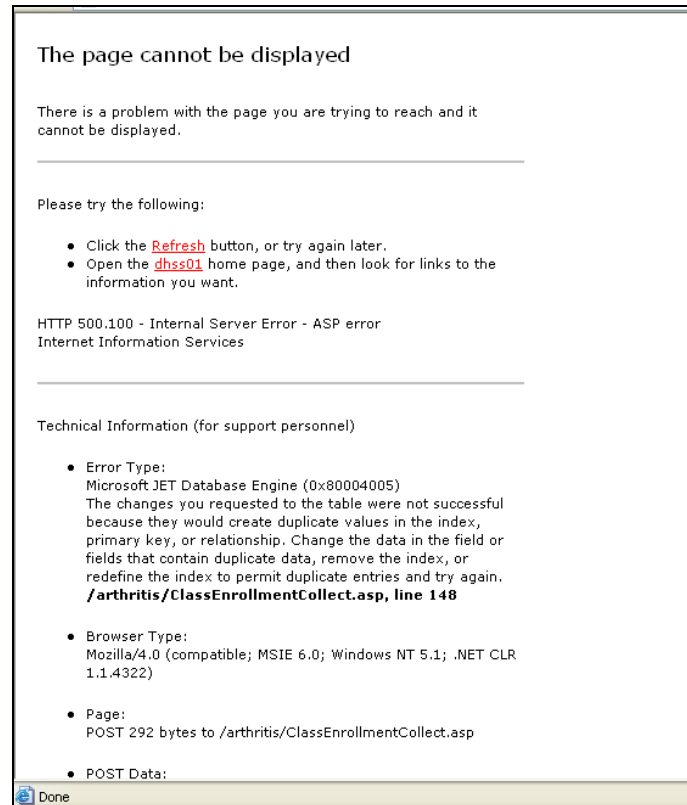There is a problem with the page you are trying to reach and it cannot be displayed.

Please try the following:

- Click the Refresh button, or try again later.
- Open the dhss01 home page, and then look for links to the information you want.

HTTP 500.100 - Internal Server Error - ASP error
Internet Information Services

Technical Information (for support personnel)

- Error Type:
  Microsoft JET Database Engine (0x80004005)
  The changes you requested to the table were not successful because they would create duplicate values in the index, primary key, or relationship. Change the data in the field or fields that contain duplicate data, remove the index, or redefine the index to permit duplicate entries and try again.
  /arthritis/ClassEnrollmentCollect.asp, line 148

- Browser Type:
  Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)

- Page:
  POST 292 bytes to /arthritis/ClassEnrollmentCollect.asp

- POST Data:

Done

Common Error 3 – Special Characters:

The following characters/keys may cause a class/course to become locked or to add a bunch of random characters to the screen. Use these characters sparingly. If you have any trouble with a class that has used any of these characters, please remove the character to see if it solves the problem. If it does not, please contact technical support.

- o Apostrophe (')
- o Pound Sign (#)
- o Pressing the Enter Key (a hard return) in the notes/comments section.

TECHNICAL SUPPORT

Contacts:

The Help Desk
800-347-0887 (be sure to notify operator that you need assistance with the arthritis database)
573-751-6388

Steve Kilfoil, Computer Information Technician II
573-522-3054

Virginia Beatty, Special Projects Coordinator
573-522-2864

Beth Richards, Coordinator, Missouri Arthritis & Osteoporosis Program
573-522-2879